



**Embassy of the United States of America
Athens, Greece**

November 2008

REPORTING LOST OR STOLEN PROPERTY

DISCLAIMER: Nothing in this handout should be construed as the legal opinion of the Embassy. For official and authoritative information, please consult the respective agencies as referred to, below.

WHAT TO DO FIRST

All thefts should be reported to the police as soon as possible. The thieves may not be found or the valuables recovered, but a police report is required when applying for the replacement of an airline ticket, Eurail pass, passport, or traveler's checks. For filing a claim, insurance companies usually require a copy of the police report, translated into English.

The police report should be made in person at the precinct in the area in which the loss or theft occurred. The tourist police may also help, but only in the case of loss. The owner can also report the loss to the Embassy; ID cards and other items without resale value are sometimes turned in to the Embassy's Consular section.

HOW TO REPLACE CERTAIN LOST OR STOLEN ITEMS

AIRLINE TICKETS: Report the loss or theft of tickets to the airline company immediately along with a copy of the police report. Airlines will replace a ticket only after complete ticket information has been provided and verification of the issuance of the missing tickets has been obtained from the issuing office. The traveler will be asked to sign a statement agreeing to pay the price of the original ticket or any part of it, which is used subsequent to its being lost or stolen. In most instances, holders of youth fare tickets will have to purchase new tickets and request a refund at the issuing office.

CREDIT CARDS: Loss should be reported immediately to the firm issuing the card. Most credit card companies have a policy of limited liability for holders who lose their cards.

American Express

Address: 280 Kifissias Avenue
152 32 Halandri, Greece
Tel. GR: 210-687-9100
Address: 318 Mesogion Str.
Tel. GR: 210-659-0700
Tel. in US: 800-528-4800, 636-722-7111
www.americanexpress.com

VISA Card

Int'l Toll-Free VISA center:
00 800 1163 80304, 410-581-9994
410-581-3836

Diner's Club (c/o CITIBANK in GR)

Address: 52-54 Syngrou Avenue
117 42 Athens, Greece
Tel. in GR: 210-944-5890, 210-929-3000
210-929-0200 (operating 24hours)
Tel. in US: 800-234-6377, collect 702-797-5532
www.dinersclubus.com

Mastercard

800-627-8372, 636-7227111

DRIVER LICENSES: Driving without a valid license is not legal in Greece; insurance companies may not pay claims for drivers without valid licenses. An International Driving Permit, obtainable from AAA in the US, must accompany a US license. There are no exceptions to this rule. If a license is lost, an application for a replacement must be made to the Department of Motor Vehicles in the capital of the issuing state.

EURAIL PASS: Eurail passes are not issued/replaced in Greece.

PASSPORTS: The loss should be reported to the Embassy's Passport Unit, where information and assistance will be given for a replacement passport. The Passport Unit is open to the public Monday to Friday 8:30 a.m. until 1:00 p.m.

STUDENT CARD: New International Student Cards ISIC can be issued in Athens by the International Student Youth Travel Service, 4 Filellinon Street, Syntagma, Tel. 210-321-2084.

LOST TRAVELERS CHECKS: The loss or theft of traveler's checks should be reported to the representative of the issuing office in Greece, along with a copy of the police report. Replacement traveler's checks are usually issued immediately upon filing a petition and the presentation of the purchase receipt. If the purchase receipt is not available, then the local office issues the replacement travelers checks after obtaining appropriate clearance. This may take several days. A listing of the offices issuing travelers checks in Greece follows:

American Express
(see credit cards, above)

HSBC
Address: 15 Voukourestiou street
105 57 Athens, Greece
Tel. in GR: 210-696-0000
operating 24 hours 210-696-2000

Citibank
Address: 52-54 Syngrou Avenue
117 42 Athens, Greece
Tel. in GR: 210-929-3000
(operating 24hours) 210-929-0100, 210-929-0000
US Toll free: 800-950-5114
www.citibank.com

CALLING CARDS: To report the loss of an international calling card, call:

- AT&T: U.S. collect 816-654-6000
- MCI: 800-888-8000
- Sprint: 800-877-4646